



# Wemyss Firs Privacy Statement

This Privacy Statement relates to the personal information we collect about you when you make a booking and explains why we collect it and what we do with it.

Last updated: May 2018

# Wemyss Firs Privacy Statement

Set in mature woodland off the A915 Standing Stane road, Kirkcaldy, Wemyss Firs offers a secluded 4-acre camping field with indoor kitchen, dining, activity and toilet facilities. Wemyss Firs has a long history with Scouting, including when the Scottish Scout Headquarters (SHQ) was based there from 1925 until 1945. Now, the campsite is available to anyone, not just Scouts, as a fun and educational outdoor experience.

This Privacy Statement relates to the personal information we collect about you when you make a booking and explains why we collect it and what we do with it. The will be reviewed, and if appropriate updated, at least once a year, and also if any changes are required from time to time. If we make any substantial changes we will notify you by posting a prominent announcement on our website.

Wemyss Firs is the Controller for your personal information.

Wemyss Firs  
 Moss Wood  
 Standing Stand Road  
 Kirkcaldy KY1 4TQ  
[bookings@wemyssfirs.org.uk](mailto:bookings@wemyssfirs.org.uk)

## Contents

1.	Collection of personal information .....	2
2.	Why we collect your information .....	2
3.	What information do we collect about you?.....	3
4.	How is your personal information used? .....	3
5.	Information sharing .....	4
6.	How do we keep your information secure .....	4
7.	What if your information changes? .....	5
8.	Retaining your personal information.....	5
9.	Individual rights .....	5
10.	Digital media.....	6

## 1. Collection of personal information

The General Data Protection Regulation (GDPR) provides individuals a right of access to any personal information that we hold about you. These rights are subject to certain exceptions and exemptions and full details can be viewed at

<http://www.legislation.gov.uk>.

Wemyss Firs is committed to ensuring all personal information is collected and processed in accordance with data protection legislation which requires information to be:

- Processed fairly, lawfully and in a transparent manner.
- Collected for specified, explicit and legitimate purposes.
- Adequate, relevant and limited to what is necessary for the purpose of processing.
- Accurate and kept up to date.
- Kept in a form which permits identification for no longer than necessary.
- Processed in a manner that ensures appropriate security.

We collect, hold and process personal information because the processing is necessary for us to understand your camping needs so as to provide a high quality service to you.

## 2. Why we collect your information

We collect, hold and process information about you in order to meet our primary business function:

- Providing camping facilities at Wemyss Firs for the benefit of Kirkcaldy District Scouts and other organisations, helping to raise awareness that camping is a fun and educational outdoor living experience and providing positive opportunities for everyone.

In particular, we also need to collect, hold and process information about you in order to:

- Process campsite booking requests.
- Ensure the campsite and supporting service provisions are available for each booking date.
- Process financial transactions related to bookings.
- Maintain our internal record keeping.
- Investigate and respond to complaints.
- Use the information to improve our products and services.

We will always use this information in keeping with data protection legislation that requires us to properly manage the information you give to us.

## 3. What information do we collect about you?

We collect, hold and process personal information so that we can manage campsite booking requests. We collect information primarily through secure online forms and by email. Occasionally we may also discuss booking details with individuals by phone or face-to-face.

The type of information required for making bookings includes:

- Personal: Name, full postal address, email, phone number, email address
- Group: Scout Group (or organisation name), permit holder (where relevant)
- Booking: Booking dates and times, type of event, numbers attending
- Services: Gas, orienteering, projector
- Payment: Payment type

We will not collect any sensitive personal data.

## 4. How is your personal information used?

When making a booking enquiry you supply us with personal information to ensure we have a point of contact for the booking and so that we can gather all necessary booking details. The personal information will be used in a number of ways:

- Processing booking requests (to make sure we can book the campsite for you).
- Audit purposes (as bookings are chargeable, we need to demonstrate sound financial management).
- Statistical analysis and research (we may look at bookings history to identify trends and usage, to help improve our service).

### 4.1. Automated decision making

We do not use profiling or automated decision-making processes. A human decision maker will always be involved before any decision is reached in relation to confirming your booking or contacting you.

### 4.2. Consequences of not providing personal information

Bookers are required to provide personal information in order to enable Wemyss Firs to assess the suitability of permit holders for undertaking camping and special activities at the campsite. If you fail to provide all the information required then you may not be able to book the site.

## 5. Information sharing

We will never share your personal information for commercial purposes or for reasons out with Wemyss Firs business purposes.

## 6. How do we keep your information secure

We are committed to protecting the privacy and security of the information you submit to us.

The transmission of information via the internet is not completely secure. Although we will do our best to protect your information, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security measures to try and keep your data secure.

### 6.1. Booking form

The booking form is managed through Formsite, using secure (https) connections. Further information on Formsite standards are available via the following link:

- <https://www.formsite.com/privacy.html>

### 6.2. Email storage and processing

Form submissions are securely sent to the Wemyss Firs Bookings email account provided through Google Mail. Any pertinent booking information is then transferred and held on a Bookings Tracker spreadsheet stored within the associated Google Drive account. The account is password protected and only available to the Bookings Co-ordinator and the Campsite Warden. Privacy and Security details regarding Google, Google Drive and Google Cloud services are available via the following link:

- <https://privacy.google.com/intl/en-GB/index.html>

### 6.3. Kirkcaldy District Scouts calendar

The Wemyss Firs website calendar holds very basic information on confirmed bookings. This will only show which Group, or organisation, a booking was made by.

- <http://www.kirkcaldydistrictscouts.org.uk/privacy.php>

## 7. What if your information changes?

If any of your personal or contact details change, it is important that you tell us as soon as possible so we have the most up-to-date information to communicate with you about your campsite bookings.

Please email the Booking Co-ordinator at [bookings@wemyssfirs.org.uk](mailto:bookings@wemyssfirs.org.uk).

## 8. Retaining your personal information

We retain personal information in line with data protection legislation. This involves only retaining the personal information we need for our business reason. Once personal information is no longer needed, it is destroyed.

Booking information is held so that we have two full calendar years of information. Following that period, we will delete any supporting emails from the bookings email account and also remove any personal information (name, address, email) from the Bookings Tracker. Basic booking information will though be retained (in anonymised form) on the Bookings Tracker for ongoing monitoring and reporting purposes.

## 9. Individual rights

Data protection legislation provides the following rights for individuals:

- The right of access.
- The right of rectification.
- The right to erasure.
- The right to restrict processing.
- The right to data portability.
- The right to object.
- Rights in relation to automated decision making and profiling.

Further information about these individual rights can be found on the Information Commissioner's website at <https://ico.org.uk/>.

### 9.1. How to request personal information

You have a legal right to access the personal information Wemyss Firs holds about you. This is known as a Subject Access Request (SAR) and we aim to process them within 30 days.

Subject Access Requests must be made in writing. Please send your SAR request in writing to: [bookings@wemyssfirs.org.uk](mailto:bookings@wemyssfirs.org.uk). Wemyss Firs will develop a secure form which more explicitly identifies the range of information required for a SAR.

## 9.2. How to make a request in relation to other individual rights

If you wish to make a request to change, delete, restrict processing or object to the processing of your personal information, then any such request can be made verbally or in writing. However, as we need to verify your identity in order to comply with any request, which may include providing copies of identification such as a driving licence, you may find it easier to make a request in writing.

We do not consider that Wemyss Firs holds any information relevant to data portability rights, nor do we undertake automated decision making activities.

We will always consider your request to make changes to your personal information and will contact you regarding our response. Please send your request to [bookings@wemyssfirs.org.uk](mailto:bookings@wemyssfirs.org.uk).

## 10. Digital media

As noted in section 6 (How do we keep your information secure), the Wemyss Firs website only holds very basic information about the Group name, or organisation, who made the booking.

Our social media sites though are public and can be accessed by anyone. Any personal information you choose to share via social media sites could be accessed by the wider public, as such we advise that you do not share personal information in public areas of social media.

Version	Version History	Date
1.0	Initial version	24/05/18